



PILOTING NATIONAL REPORT

Deliverable IO2.A7

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Referenced Documents

ID	Reference		Title
1	2019-1-UK01-KA202 061484		HyperCLEAN4HORECA Proposal
2			

Applicable Documents

ID	Reference	Title
1	Online Survey	Piloting Evaluation

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1. Introduction

This Piloting National Report is part of the piloting of the Erasmus+ project 'HyperCLEAN4HORECA', created with the aim of identifying possible improvements to design and functionalities of the Hyperclean game.

This report has been prepared by CIVIC Computing to draw the conclusions from the pilot event that CIVIC held in order to elicit opinions and suggestions about various aspects of the game from a user's point of view. The pilot session was held on the 12th October and had 12 people in attendance, all of whom also responded to the survey designed to capture feedback and opinion constructively and in a way that can be acted upon if necessary. The results of this survey are summarised in the sections below.

1.1. The scope of the piloting process

As mentioned above, CIVIC ran a pilot session in order to demonstrate the serious game and gain any resulting feedback and opinion on the game. This session was quite straightforward, involving a brief introduction to CIVIC, the project, and its aims, followed by a demonstration of the game and invitation for participants to try it. The demonstration consisted of a short demonstration of each level of the game, and of at least one type of mini-game within each level, allowing the participants to gain an overall understanding of the game before they tried it themselves. This process allowed them to give informed opinion and feedback when they responded to the survey afterwards.

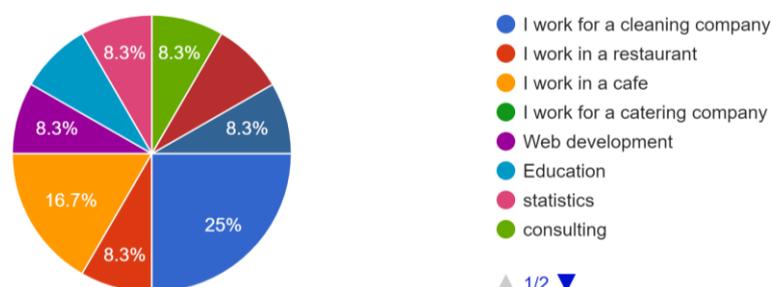
1.2. Results of the Piloting Evaluation

This section of the report will detail the results of the evaluation survey by use of textual explanations as well as graphs and graphics presenting a visual representation of answers to each question. The first question asked the respondents which country they were based in; a question that in this case of course unanimously had "UK" as a response.

The second question asked about the occupation of the participants, a question that resulted in considerably more variety than its immediate predecessor. The most common response was that the participants worked at a cleaning company, followed by a cafe. Other results were more disparate.

What is your daily field of activity?

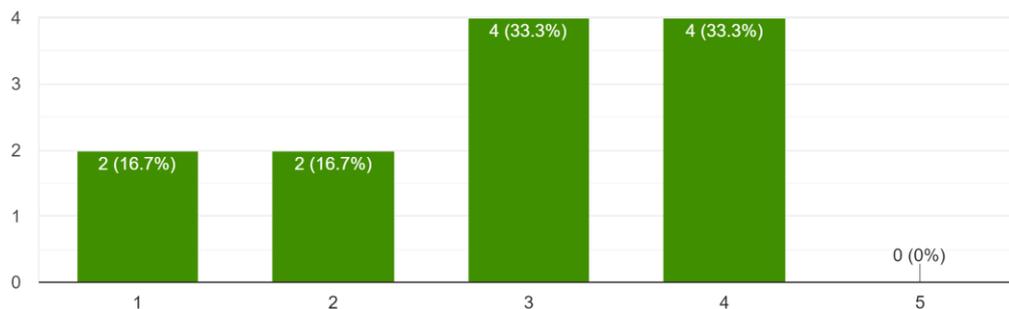
12 responses



The third question asked respondents if they were familiar with learning games like the Hyperclean4HORECA Game – answers were again varied, with the most notably fact being that nobody claimed total familiarity with the games, represented by the absence of any respondents answering “5”.

Are you familiar with the use of learning games like the one produced for the HyperCLEAN4HORECA project?

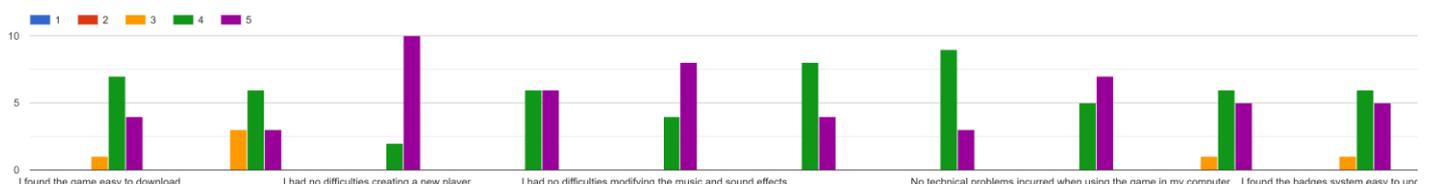
12 responses



The next question was more complex, as it asked the participants to evaluate a set of statements in a single series about the game in general. The results can again be seen in the graphic below, but the absence of anybody answering “1” or “2”, the lowest responses available, indicates a general positivity about the game at an overall level. The only answers that went anything lower than 4 concerned the downloading and installing of the game, the process inside each scenario, and the system of badges. Even then, these non-agreeing responses were all “3”, indicating a lack of outright negativity and were in any case the minority opinion in every case. Unfortunately, the complexity of this series of questions meant that the graphic was unable to fully capture the title of each one. As you can see in the corresponding image, there were 10 questions in this series, but there are only five statements indicating the content of each question. For clarity, the questions were, in order:

- I found the game easy to download
- I found the game easy to instal in my computer
- I had no difficulties creating a new player
- I had no difficulties logging in
- I had no difficulties modifying the music and sound effects
- I found the instructions included in “how to play” adequate
- I had no difficulties understanding the functioning of the game
- No technical problems incurred when using the game in my computer
- I understood the process followed inside each scenario
- I found the badges system easy to understand

Please provide your opinion on the following statements regarding the game considering 1 is strongly disagree, and 5 strongly agree:



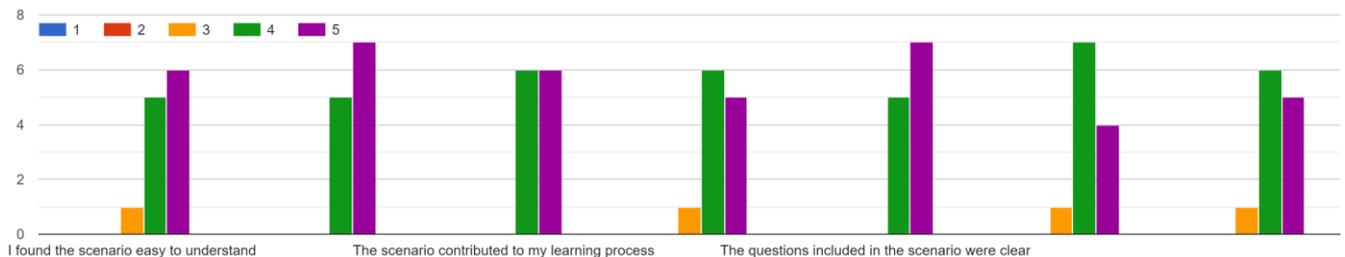
The next series of questions were similarly structured, and delved into more detail about the respondents' feedback on each of the individual levels. Participants were asked to evaluate the same seven statements for each of the seven levels along the same sliding five-point scale of Strongly Disagree to Strongly Agree, and these statements were:

- I found the scenario easy to understand
- I found the scenario attractive
- The scenario contributed to my learning process
- The content in the scenario was easy to understand
- The questions included in the scenario were clear
- The feedback received after each minigame was clear and constructive
- The feedback received at the end of the scenario was clear and constructive

Gym

Answers in this section, as before, were strongly positive, with almost entirely “4” and “5” responses. There were only 4 “3” responses in this section, one each on four different questions, rendering them overall statistically negligible.

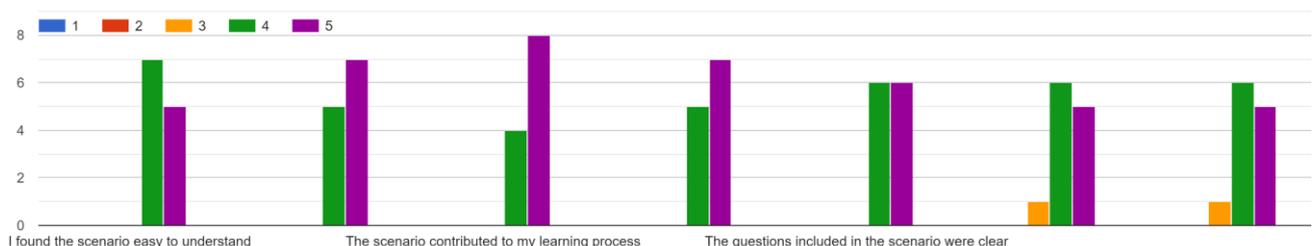
Please provide your opinion on the GYM scenario included in the game, considering 1 is strongly disagree, and 5 strongly agree:



Restaurant

The Restaurant level was similarly well received, indeed, even more strongly so than the Gym, as can be seen from the fewer number of “3” responses. As before, there were no responses below a “3”, and even those two “3” responses that did exist were split across two questions, leaving them clear outliers.

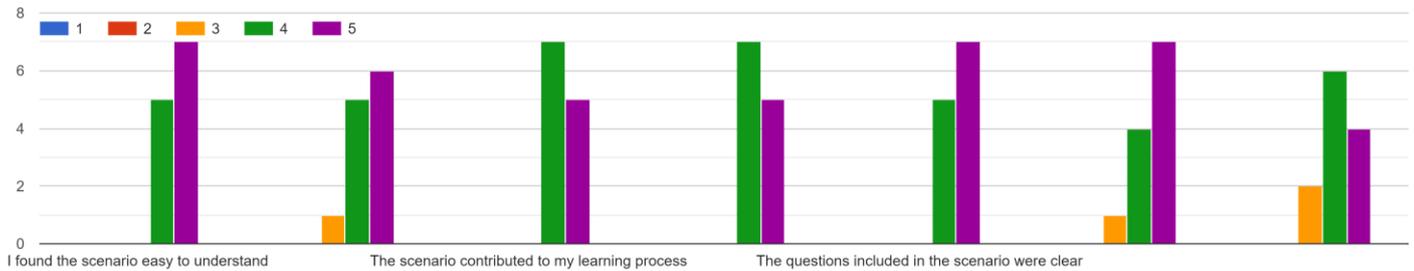
Please provide your opinion on the RESTAURANT scenario included in the game, considering 1 is strongly disagree, and 5 strongly agree:



Kitchen

The Kitchen saw very similar results again to those two previous scenarios. The responses could be characterised as strongly positive, with a small minority of “3” responses (four of them across three questions).

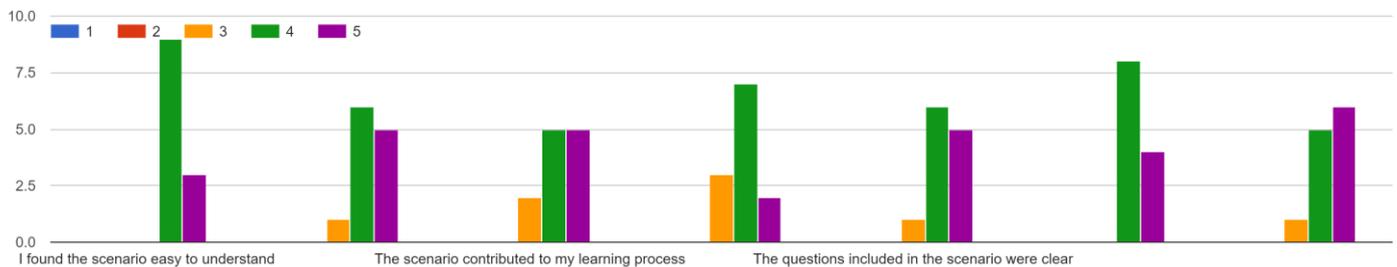
Please provide your opinion on the KITCHEN scenario included in the game, considering 1 is strongly disagree, and 5 strongly agree:



Conference Room

The Conference room again saw very positive feedback, albeit somewhat more equivocally. It received a total of eight “3” responses, representing a dramatic increase from the previous high of four. That being said, these were still somewhat evenly distributed across questions. The fourth statement (about the content of the scenario) received three “3” responses, indicating perhaps some level of perceived ambiguity in the content of this scenario. Indeed, this is the first statement in this section so far in which “3” has not been the rarest response; it surpassed the number of “5” responses in this instance. Even so, the significance of this should not be overstated, as “3” represented only three of the 12 responses made.

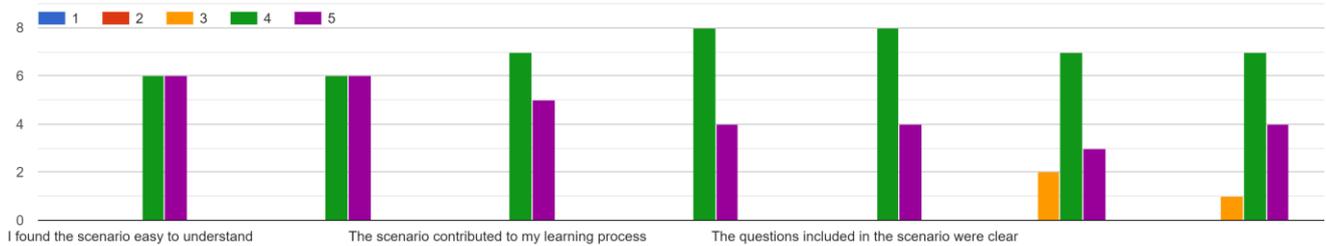
Please provide your opinion on the CONFERENCE ROOM scenario included in the game, considering 1 is strongly disagree, and 5 strongly agree:



Storage Room

The Storage Room resumed the trend of strongly positive answers with very few answer below “4”. Only three “3” responses were given at all in this section, split across the last two questions. This meant that significant majorities were positive in every question in this section.

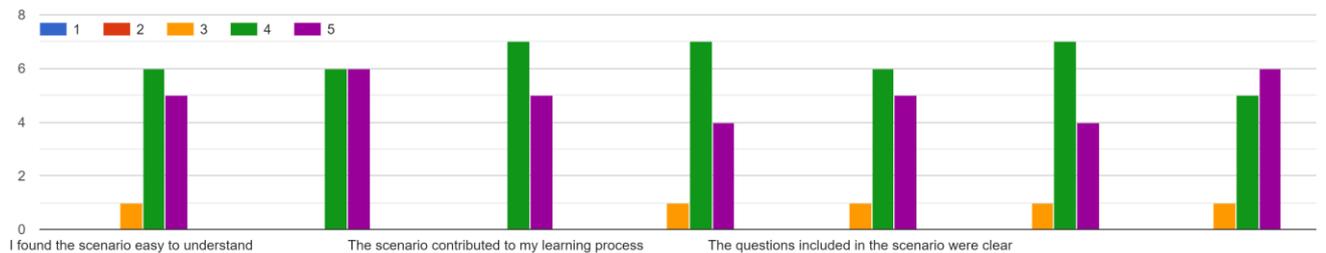
Please provide your opinion on the STORAGE ROOM scenario included in the game, considering 1 is strongly disagree, and 5 strongly agree:



Joana’s Room

Joana’s Room was again very positive, with some very minor exceptions. The number of “3” responses rose again to five though this did not have a significant overall effect on the positivity of the responses, given that these “3” responses were split across five statements: no more than one “3” for each statement and two with nothing at all below “4”.

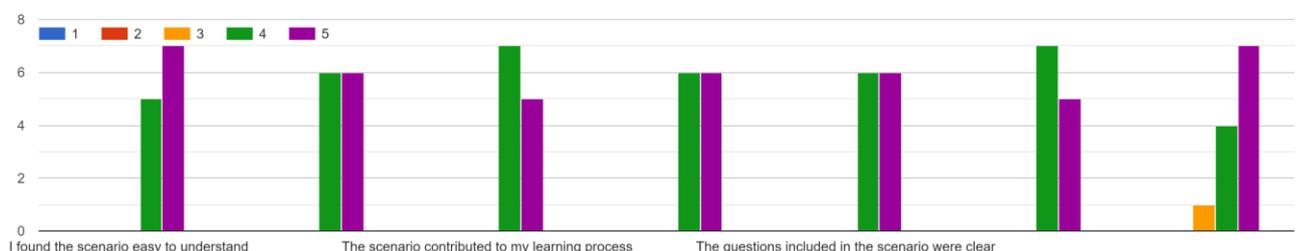
Please provide your opinion on the JOANA’S ROOM scenario included in the game, considering 1 is strongly disagree, and 5 strongly agree:



General Manager

The General Manager scenario was notable insofar as it was the single most positive scenario of all the seven. It had one singular “3” response on the final statement and nothing else below “4”.

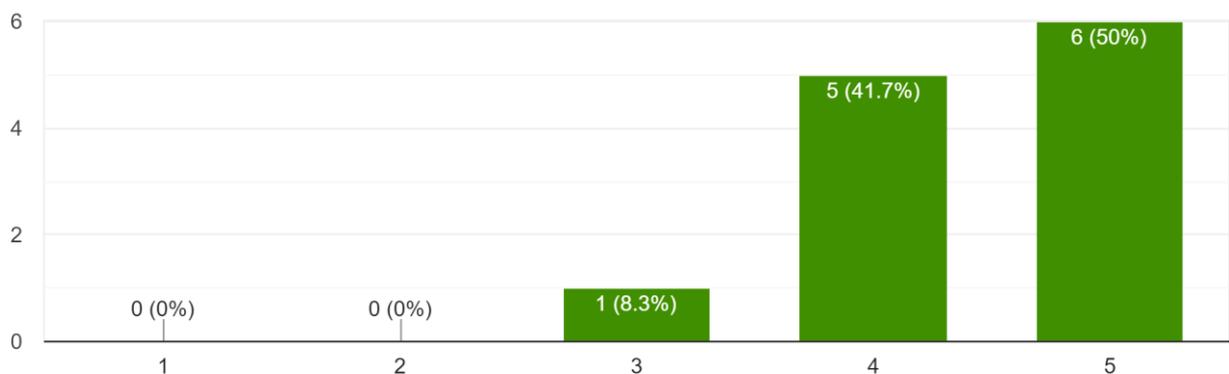
Please provide your opinion on the GENERAL MANAGER scenario included in the game, considering 1 is strongly disagree, and 5 strongly agree:



Overall, the responses to each of these seven sections were almost entirely positive. There were some neutral responses, but these were generally evenly scattered between the statements as opposed to being highly concentrated, suggesting that these were the result of individual preference or opinion rather than any particular issue with the game itself. Indeed, the following question, asking about overall satisfaction with the game, saw fully half of the respondents indicating their full satisfaction, with all but one of the others proclaiming themselves “4” on a five point scale. Even the final response was only a “3”, indicating almost unanimous positivity.

What is your level of satisfaction with the game?

12 responses



The final three questions were open-ended, inviting the respondent to write a response in their own words. The first of these asked about the existence of any typos, to which three participants responded that they had not seen any and the rest did not respond. The second asked for ideas for improvements to the game, to which one person said that they had nothing to add, another suggested more feedback, and the rest again opted not to respond. Finally, when asked for any additional comments, one partner again responded to say they had none, another complemented the visuals, and the rest once more did not respond.

1.3. Main Conclusions (max. 1 page)

Perhaps the clearest conclusion to which one might come is that the Hyperclean game was very well received. Against every measurement made in the survey, and indeed based on the informal feedback received during the pilot session itself, the participants thought that the game performed well. This includes their opinion on its structure, educational utility, functionality, design, visuals, comprehensibility, content, and other aspects.

Having said that, if there were to be one area highlighted here for further study, it might be the quality of the feedback given in the game. This is an aspect that was highlighted in the text responses in addition to during the pilot session itself. However, as mentioned, satisfaction with the game was very high either way and in any case.

